REQUEST FOR PROPOSAL

04-115 Integrated Public Safety Information System

NOTE: QUESTIONS CONCERNING THIS SOLICITION MUST BE FAXED TO:

Mary Jo McCabe, CPPB
Purchasing Agent
Phone: 410-638-3550
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Preserving our values, protecting our future

HARFORD COUNTY, MARYLAND
REQUEST FOR PROPOSAL

04-115
Integrated Public Safety Information System

1.   REQUEST FOR PROPOSAL OBJECTIVE

   1.1   Summary Statement

   Harford County, Maryland government, ("County") is requesting proposals for a comprehensive, fully integrated, public-safety information management system. This Request for Proposal (RFP) states the overall scope of products and services desired, specific software functionality, technology foundation as well as desired vendor qualifications.

   1.2   Issuing Office

   Harford County, Maryland
   Department of Procurement
   220 South Main Street
   Bel Air, Maryland 21214

   Mary Jo McCabe, CPPB
   Purchasing Agent
   Telephone: 410-638-3550
   Fax: 410-879-8658
   Email: mjmccabe@co.ha.md.us

   The sole point of contact for purposes of the RFP is the Issuing Office.

   1.3   Request for Proposal Schedule

   Solicitation Released   May 21, 2004
   Deadline for System Submittals   June 2, 2004
   Pre-Proposal Conference   June 10, 2004, 2:00 p.m.
   Deadline for Receipt of Questions   June 16, 2004
   Proposal Due Date   June 28, 2004

   1.3.1   System Submittals

   Only those integrated public safety systems approved by HCG may be bid. At this time, the following integrated public safety systems are found to be acceptable to HCG:

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Vendor Name	CAD Application	RMS Application
Geac Public Safety	EnRoute	EnRoute
EmergiTech	INTERCad	INTERBADge
New World Systems	Aegis CAD	Aegis LE RMS
InterAct Public Safety Systems	InterAct CAD	InterAct RMS
Intergraph Public Safety	I/CAD	I/Leads
Logistic Systems, Inc.	First Call	DataTrak
Motorola, Inc.	Premier CAD	Infotrak
PSSI	Response	ICIS
Denali Solutions	ORBACOM	inPURSUIT.

Should your firm desire to have their system considered, you must submit for approval the required documentation as outlined in Appendix I, Mandatory Requirements. The deadline for submittals is indicated in 1.3 above. Any County approved systems will be issued in an addendum.

Only offerors whose systems have been pre-qualified will be allowed to submit proposals. Proposals received from offerors not pre-qualified will not be considered.

1.3.2   Pre-Proposal Conference

A pre-proposal conference will be held as outlined in 1.3. The pre-proposal conference will be held at Harford County Council Chambers, located at 212 S. Bond Street, Bel Air, MD 21014.

Each offeror must confirm in writing to the Issuing Office, the number of persons who will attend the pre-proposal conference.

The Pre-Proposal Conference is the offerors' opportunity to raise questions regarding the solicitation. Offerors should, if possible, submit their questions in writing to the Issuing Office **prior to** the Pre-Proposal Conference. All interested offerors are encouraged to attend.

The County is committed to ensuring that persons with disabilities are given an equally effective opportunity to participate in and benefit from the County's programs and services. Persons with disabilities who might need reasonable accommodations should contact the Issuing Office at 410-638-3550 at least 72 hours prior to any meetings held in connection with this RFP.

1.3.3   Deadline for Receipt of Questions

Written or faxed requests for clarification and additional information must be received in the Issuing Office not later than

the close of business **as outlined in 1.3** to ensure adequate time to prepare and distribute any necessary addenda to all offerors.

1.3.4 Technical Proposal

The technical proposal must be received in the Issuing Office by the close of business **as outlined in 1.3**. There will be no public opening; see Section 5 for specific directions for proposal preparation and submission.

1.3.5 Financial Proposal

The sealed financial proposal must be received in the Issuing Office by the close of business **as outlined in 1.3.** Proposals submitted in response to this RFP are irrevocable for 90 days after the proposal due date.

1.3.6 Contract Award

Award is anticipated by July, 2004.

2. GENERAL INFORMATION FOR OFFERORS

2.1 Reservations

The County reserves the right to cancel this RFP at any time after issuance, to reject, in whole or in part, any and all offers received, to waive minor technicalities in proposals, and to negotiate with responsible offerors in any manner necessary to serve its best interests.

2.2 Addenda

The County reserves the right to amend this RFP at any time prior to the proposal due date. Any necessary additions or corrections to this RFP will be made by addenda, and issued to all Offerors of record. Addenda become part of the RFP, and must be acknowledged by each offeror; failure to acknowledge any addenda shall not relieve offerors of compliance with the terms thereof. The County assumes no responsibility for oral instructions.

2.3 Oral Presentations

The County may request Offerors to make oral presentations of their qualifications, and to substantiate any portions of proposals submitted. The Issuing Office will schedule such presentations.

2.4   Economy of Preparation

Prepare proposals simply and economically, providing a straightforward, concise description of Offeror ability to satisfy the requirements of this RFP.

2.5   Incurred Expenses

Offerors are responsible for proposal preparation and submission costs, as well as travel costs incurred in connection with oral presentations or other pre-award discussions. Submitted proposals become the property of the County, and will not be returned.

2.6   Acceptance of Terms and Conditions

By submitting a proposal in response to this RFP, the Offeror accepts the terms and conditions set forth herein.

2.7   Public Information Act Notice

Offerors shall identify any portions of their proposals deemed to contain confidential or proprietary information or trade secrets, and provide justification of why such material, upon request, should not be disclosed in accordance with §806 of the Harford County Charter.

2.8   Evidence of Offeror Responsibility

The County may require Offerors to submit additional information regarding financial responsibility, technical expertise, and other qualifications, and may consider any information otherwise available concerning those qualifications. The County may make such investigation as it deems necessary to determine Offeror responsibility.

2.9   Award Without Discussions

The County reserves the right to accept the best written proposal without further discussions, and may do so; thus, Offeror should ensure that the initial proposal is complete.

2.10   Contractor Responsibilities; Subcontractors

The County will enter into a contract with the selected Offeror only, and that Offeror shall be responsible for all products and services required by the RFP. Subcontractors, if any, must be identified in the proposal, with a complete description of their role relative to the Offeror.

2.11   Conflicts of Interest

The Offeror shall identify any actual or potential conflicts of interest that exist, or which may arise if the Offeror is recommended for award, and propose how such conflicts might be resolved.

2.12   Political Contribution Disclosure

The successful Offeror shall comply with the provisions of Article 33, §30-1 et seq. of the Annotated Code of Maryland, which requires that every Offeror or contractor doing more than $100,000 or more of business with the State, a county, incorporated municipality or other political subdivision is required to file periodic reports of political contributions in excess of $500 to candidates for elective office in the State. Contact the Division of Candidacy and Campaign Finance, 410-974-3711, ext. 5 or 800-222-8683, ext. 5 for forms and further information.

2.13   Non-collusion

By its signature on the proposal documents submitted, the successful Offeror attests that its agents, servants and/or employees, to the best of its knowledge and belief, have not in any way colluded with anyone for and on behalf of the Offeror, or themselves, to obtain information that would give the Offeror an unfair advantage over others, nor has it colluded with anyone for and on behalf of the Offeror, or itself, to gain any favoritism in the award of this RFP.

2.14   Compliance with Laws

By submitting a response to this solicitation, Offeror represents that it is not in arrears in the payment of any obligation due and owing Harford County or the State of Maryland, including the payment of taxes and employee benefits, and that it shall not become so in arrears during the term of any contract arising from award of this RFP.

2.15   Governing Law

The laws of Harford County, of the State of Maryland and, where applicable, federal law and regulation govern the contract awarded pursuant to this RFP.

2.16   Ownership and Retention of Records

All reports, drawings, and other data prepared under the contract issued pursuant to this RFP shall become the property of Harford County. Unless otherwise required by applicable statute of limitations, the successful

Offeror shall retain all records and documents related to any contract awarded pursuant to this RFP for 3 years after final contract payment by the County, and shall make them available for inspection and audit by authorized representatives of the County at all reasonable times.

2.17 Billing and Payment

The successful Offeror shall keep accurate, documented records of time, material and transportation allocable to the County's contract. Payment will be made monthly on that basis and related records shall be available to the County for audit purposes during normal business hours, as often as deemed necessary.

2.18 Insurance Requirements

2.18.1 Prior to the execution of the contract, the successful Offeror must obtain, at its own cost and expense, and keep in full force and effect until termination of the contract, the required policies of insurance, written in companies licensed to do business in the State of Maryland.

2.18.2 The coverages will be evidenced by a certificate of insurance issued directly to the County by the Offeror's agent, and will provide 60 days' written notice to the County of cancellation or material change in coverage. A two-year extended reporting provision is required to safeguard against gaps in coverage after policies are terminated. All liability policies shall name Harford County, Maryland as an additional insured.

2.18.3 Required Coverages and Limits:

.1	Automobile Liability (owned, hired and non-owned automobiles):	$1,000,000
	Bodily injury, person	$1,000,000
	Bodily injury, per occurrence	$1,000,000
	Property damage, per occurrence	$1,000,000
.2	Commercial General Liability:	$2,000,000
	Bodily injury, property damage or medical expenses, per occurrence:	$1,000,000
	Bodily injury, property damage and personal injury claims:	$1,000,000
.3	Professional Liability	
	Per occurrence	$5,000,000
	Annual aggregate	$5,000,000
.4	Workers Compensation:	Statutory limit

2.19 <u>General Terms and Conditions of the Contract</u>

    2.19.1   <u>Award of Contract</u>

        The successful Offeror shall, within 10 calendar days after prescribed documents are presented for signature, execute and deliver to the Issuing Office the contract forms and all other forms or bonds required by the RFP.

    2.19.2   <u>Assignment</u>

        The Contract awarded pursuant to this RFP is not assignable without the prior written consent of the County, which consent may be withheld in the sole discretion of the County.

    2.19.3   <u>Employment Discrimination Prohibited</u>

        The Offeror agrees: (a) not to discriminate in any manner against an employee or applicant for employment because of race, color, religion, creed, age, sex, marital status, national origin, ancestry, or physical or mental handicap unrelated in nature and extent so as reasonably to preclude the performance of such employment; (b) to include a provision similar to that contained in subsection (a) above in any subcontract except a subcontract for standard commercial supplies or raw materials; and (c) to post and to cause subcontractors to post in conspicuous places available to employees and applicants for employment, notices setting forth the substance of this clause.

    2.19.4   <u>Audit</u>

        County personnel may perform in-progress and post-audits of Contractor's records as a result of a Contract awarded pursuant to this RFP. Contractor's files shall be available on demand and without notice during normal working hours.

    2.19.5   <u>Accidents, Injuries, Damages</u>

        If it becomes necessary for the Contractor, either as principal, or by agent or employee, to enter upon premises or property of the County in order to construct, erect, inspect, make delivery or remove property hereunder, the Contractor hereby covenants and agrees to take, use, provide and make all proper, necessary and sufficient precautions, safeguards, and protection against the occurrence of happenings of any accidents, injuries, damages or hurt to any person or property during the progress of the work herein covered, and to be responsible for, and to indemnify and save harmless the County from the payment of all sums of money by reason of all, or any such accidents, injuries damages or hurt

that may happen or occur upon or about such work and all fines, penalties and loss incurred for or by reason of the violation of any County ordinance or regulation, or the laws or regulations of the State, or the United States, while the said work is in progress.

2.19.6 Termination of Contract

.1 Termination for Default

If the Contractor fails to fulfill its obligation under this contract properly and on time, or otherwise violates any provision of the contract, the County may terminate the contract by written notice to the Contractor. The notice shall specify the acts or omissions relied upon as cause for termination. All finished or unfinished work provided by the Contractor shall, at the County's option, become the County's property. The County will pay the Contractor fair and equitable compensation for satisfactory performance prior to receipt of notice of termination, less the amount of damages caused by Contractor's breach. If the damages are more than the compensation payable to the Contractor, the Contractor will remain liable after termination and the County may affirmatively collect damages.

.2 Termination for Convenience

The County may terminate performance of work under this contract in accordance with this clause in whole, or from time to time in part, whenever the County shall determine that such termination is in the best interest of the County. The County will pay all reasonable costs associated with this contract that the Contractor has incurred up to the date of termination and all reasonable costs associated with termination of the Contract. However, the Contractor shall not be reimbursed for any anticipatory profits that have not been earned up to the date of termination.

2.19.7 Taxes

The Contractor shall pay all county, city, state and federal taxes required by law enacted at the time proposals are received and resulting from the work or traceable thereto, under whatever name levied. Said taxes are the obligation of the Contractor and not of the County, and the County shall be held harmless for same by the Contractor.

Harford County is exempt from the payment of federal excise taxes and Maryland Retail Sales Tax on all tangible personal

property for its use or consumption. Tax exemption certificates will be furnished upon request.

2.19.8 Delays and Extensions of Time

The Contractor agrees to prosecute the work continuously and diligently, and no charges or claims for damages shall be made by it for any delays or hindrances from any cause whatsoever during the progress of any portion of the work specified in the Contract.

Time extensions will be granted only for excusable delays that arise from unforeseeable causes beyond the control and without the fault or negligence of the Contractor, including but not restricted to, acts of God, acts of the public enemy, acts of the County in either its sovereign or contractual capacity, acts of another Contractor in the performance of a contract with the County, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, or delays of subcontractors or suppliers arising from unforeseeable causes beyond the control and without the fault or negligence of either the Contractor or the subcontractors or suppliers.

2.19.9 Formation of Contract

.1   The Contract awarded pursuant to this RFP shall be by and between the successful Offeror and the County, and shall contain, at a minimum, the provisions included in the RFP, any amendments or changes thereto.

.2   Each Offeror must warrant and represent that it has not employed or engaged any person or entity to solicit or secure the Contract and that it has not paid, or agreed to pay, any person or entity a fee or any other consideration contingent upon the making of the Contract. If any suit, claim or demand shall arise concerning any such fee, the Offeror shall indemnify and hold harmless the County from all such suits, claims or demands.

3.   DESCRIPTION OF REQUIREMENTS

3.1   Background

Harford County, Maryland government (HCG) is a multi-operational agency. HCG provides services to a county population of approximately 232,175 citizens, situated along the I-95 corridor between Baltimore, Maryland and Wilmington, Delaware. Harford County is located in the

northeast portion of Maryland, at the head of the Chesapeake Bay and encompasses 464 square miles

3.2   Current Environment

Harford County Government, Division of Emergency Operations (DEO) currently utilizes a computer aided dispatch system (CAD) purchased from Creative Information Systems, Inc. (CISCO). The current CAD has been in place since July 1998 initially supporting dispatch and records management operations at DEO for the Harford County Sheriff's Office (HCSO).

Fire/EMS dispatch was added to the CAD in June 2000 supporting the dispatch function for the Harford County Volunteer Fire and EMS Association (HCVFEA).

Police Dispatch

DEO dispatches CFS for HCSO. DEO entered 144,449 CAD CFS in 2001; 152,092 CAD CFS in 2002, and 159,160 CAD CFS in 2003.

Harford County has three (3) municipalities with independent police agencies; Bel Air, Havre de Grace, and Aberdeen. There is potential that these police agencies will utilize the DEO's CAD and records management system in the near future.

Fire/EMS Dispatch

Dispatch for HCVFEA is handled by DEO. There are twelve (12) local volunteer Fire/EMS companies in the County.

Co 1	Level VFC	Co 6	Whiteford VFC
Co 2	Aberdeen VFC	Co 7	Jarrettsville VFC
Co 3	Bel Air VFC	Co 8	Joppa./Magnolia VFC
Co 4	Abingdon VFC	Co 9	Darlington VFC
Co 5	Havre de Grace	Co 10	Norrisville VFC
	Ambulance Corp.	Co 13	Fallston VFC
Co 59	Susquehanna Hose		

DEO entered 19,832 Fire/EMS CFS in CAD from June 15, 2000 to December 31,2000. CAD Fire/EMS CFS entered in 2001 equal 20,575; 2002 total is 21,439 and the total during 2003 equals 23,613.

Harford County has Mutual Aid Agreements with surrounding county's including; Baltimore, Cecil, and Kent County's in Maryland; Lancaster and York County's in Pennsylvania, and the Aberdeen Proving Ground. These mutual aid counties are therefore, part of our dispatch process and are included within Fire/EMS run assignments to provide mutual aid to and from these county's.

800 MHz Radio System

HCG is currently installing a new radio system; an Astro Simulcast Trunked 800 MHz system to include data communications. Motorola's Premier MDC Message Switch will be installed to provide data communications to Mobil Data Terminals (MDT's) in police, fire and EMS vehicles. The Motorola's Premier MDC Message Switch must interface with CAD and records management. The installation date for data communications is to occur in May, 2005.

Automatic Vehicle Locators (AVL)

AVL installation on police and Fire/EMS vehicles is part of the 800 MHz Radio System. AveL-TECH's, AveL-NET Base and AveL-NET RadioGATE will be installed on approximately 269 vehicles. AVL must interface with CAD and records management.

Mapping

HCG utilizes ArcView, version 8.0, for mapping throughout the County. DEO will be using the County's maps to interface with CAD. The CAD vendor must provide an interactive mapping solution that will interface with ArcView. The mapping solution must provide tools that will allow for the maps to be made ready for public safety functions.

3.3   Scope of Services

It is the intent of HCG to install a CAD and Records Management system that will integrate CAD, Records Management, Mapping, AVL and MDT for the DEO, HCSO and HCVFEA agencies. These products working together to share data, will provide a system that supports the high demands of a 911 Center's dispatch of emergency equipment and providers to the citizens of Harford County, Maryland.

4. EVALUATION AND SELECTION PROCESS

4.1 Evaluation Committee

The County will establish an evaluation committee that will first review each technical proposal for compliance with requirements, and then evaluate and rank each technical proposal in accordance with the technical criteria. The evaluation committee will determine the proposal which best meets the redevelopment objectives set forth herein and will pursue further negotiations with that offeror with the intention of reaching a final agreement (the "Contract").

4.2 Evaluation Criteria

The Evaluation Committee will use the following criteria to rank the proposals. The criteria are listed in descending order of importance. Technical criteria are more important than price.

4.2.1 Technical Criteria

.1 Qualifications

.2 Project Team

.3 Training and Support

.4 Implementation

4.2.2 Price

The procurement officer will review each financial proposal for compliance with requirements, and then analyze and rank those proposals. The County reserves the right to conduct discussions, and to request best and final offers.

4.4 Final Ranking and Selection

4.4.1 The Evaluation Committee will recommend to the Director of Procurement award to the responsible offeror whose proposal is determined to be most advantageous to the County, considering both the technical and financial criteria.

4.4.2 The Evaluation Committee's recommendation is subject to approval of the Harford County Council, and the Board of Estimates.

4.5   Proposal Submission Requirements

4.5.1   Two-Volume Submittal

.1   Technical Proposal

Each Offeror shall submit one (1) original and eight (8) copies of its technical proposal, securely sealed in a suitable container, with the words "Technical Proposal," and the RFP number, title and due date on the outside of each envelope/container with the original clearly marked.

a.   Include with the original technical proposal, a brief transmittal letter, signed by an officer authorized to bind the firm to its proposal, and including the name and title of that individual.

b.   Include with the original technical proposal the Proposal Affidavit, executed in ink as required; no additional copies of this form are required.

c.   No price data of any kind shall be contained, or referenced, within the technical proposal. **Offerors who fail to observe this requirement will be disqualified**.

d.   State whether there are any outstanding legal actions or potential claims against your firm.

e.   Provide a copy of your firm's Appropriate Use and Privacy Policies.

f.   Provide a current Dunne & Bradstreet report for your firm.

.2   Financial Proposal

a.   Each offeror must submit a signed original and two (2) copies of the price proposal, using the form provided herein, **sealed separately** from the technical proposals, in an envelope clearly marked with the words "Financial Proposal," and the RFP number/title. Spaces left blank may be deemed by the County, in its sole discretion, to have a value of zero, or inapplicable.

b.   Include with the original price proposal an original letter fully executed in ink from your Surety indicating it will issue a Performance Bond, in the amount of fifty percent (50%)

of the face value of the total contract price, should your firm be awarded the contract. The Surety company must be authorized to do business in Maryland. No additional copies of the letter are required.

4.5.2   No Oral or Facsimile Proposals

The Issuing Office will not accept oral proposals, nor proposals received by telephone, fax machine, or other electronic media not specified in this RFP.

4.5.3   Changes to Proposals

All erasures, interpolations, and other changes in the proposal shall be signed or initialed by the Offeror.

4.5.4   Offeror's Understanding of the Scope of Work and Due Diligence

By submitting a proposal in response to this RFP, the offeror represents it has read and understands the Scope of Services and has familiarized itself with all federal, state, and local laws, ordinances, and rules and regulations that in any manner may affect the cost, progress, or performance of the contract work. The failure or omission of any Offeror to receive or examine any form, instrument, addendum, or other document, or to acquaint itself with conditions existing at the site, shall in no way relieve that offeror from any obligations with respect to its proposal, or to the Contract.

4.5.5   Proposal Modification or Withdrawal

.1   A proposal may be modified or withdrawn by the offeror anytime prior to the time and date set for the receipt of proposals, upon notice to the Issuing Office in writing.

.2   Technical proposal modifications must be worded in a manner that does not disclose price data.

.3   Modified or withdrawn proposals, clearly marked and dated, may be resubmitted to the Issuing Office up to the time and date set for the receipt of proposals.

.4   No proposal may be unilaterally modified or withdrawn after the time set for the receipt of proposals, and for 90 days thereafter.

4.6   Instructions for Preparing Technical Proposals

   4.6.1   Technical proposals must be page-numbered and prepared in a clear and concise manner, addressing all parts of this RFP. Do not include price information in the technical proposal.

   4.6.2   Prepare technical proposals in the same sequence as the RFP sections, addressing each separate item therein, and clearly stating compliance with each requirement.

   4.6.3   Bound along the left margin in a manner selected by the offeror.

   4.6.4   Printed on letter size paper in a single space format with 1" margins and type font size no smaller than 12 pt.

   4.6.5   Identify the name of the offeror on each page in either the header or footer.

4.7   Financial Proposal Evaluation

Financial proposals must be submitted in sealed envelopes, separate and apart from the technical proposals. For each unit price, the offeror shall reference a section of its technical proposal that clearly describes the nature and scope of what is included for the price.

5.   EVALUATION CRITERIA

5.1   Threshold Requirements

The offeror must provide a written narrative that evidences understanding of each RFP requirement, noting any particular challenges, with suggested approaches for those identified.

5.2   Technical Requirements

   .1   Qualifications

      a.   Offerors must provide a narrative statement describing the previous experience of the firm, especially with regard to projects that are similar in size, scope and value. Supplement standard forms with narratives or other material that clearly demonstrate successful prior experience.

      b.   Submit a list of a least five (5) references of public safety users who, within the past five (5) years have installed systems similar

in size, scope, and features to the proposed system configuration. Government clients are preferred. For each reference, include the following at a minimum:

Company name
Contact name and title
Telephone number
Description of the services provided
Contract value
Contract dates.

c.   Describe and emphasize aspects in which the offeror believes their qualifications are unique.

d.   Provide a written narrative that evidences understanding of each RFP requirement, noting any particular challenges, with suggested approaches for those identified.

e.   Submit an executive summary of the proposed system that highlight, in non-technical terms, the main features and benefits that distinguish the proposed system.

f.   Provide a list of all current accounts.

.2   Project Team

a.   Offerors must provide a list of names of any partners or consultants who will play a significant role in the project. For each individual, indicate his or her availability during the term of the project, a general statement of the role such individual is to play in the project and the individual's experience as it relates to that role. For a joint venture, also indicate the expected division of responsibilities between the two entities. Offerors must also identify the name of the person or entity, which will take title to the property, and the relationship of such person or entity to the developer.

b.   Provide names of proposed key project personnel and a resume for each, including educational background and years of experience, and their recent project management assignments. Include Microsoft Certifications (MCSE, MCSD, MCDBA, MCT). For reference projects other than those submitted in response to the above, include contact name and phone number to facilitate reference checks.

c. Submit an organization chart that illustrates responsibilities and relationships in the proposed team, including any proposed sub-contractors and their responsibilities and relationships to the proposed team. If proposing sub-contractors, submit a list of proposed subcontractors, including a resume for each proposed key project personnel, indicating experience/qualifications.

.3 Training and Support

a. Describe your overall user training approach, including Train-the-Trainer modules. Include a sample training manual. Training will be on-site at Harford County.

b. Describe training for Systems Administration, including module application training and operating system training.

c. Describe available training component(s) of each software module proposed to be utilized by internal training staff; for new employee training, software upgrades, etc.

d. Describe your firm's service and support philosophy; how it is administered and measurements of success.

1) The County requires 24X7 toll free customer service number for services and support. Describe any basic vs. extended support plans available. Describe any additional ongoing services offered by vendor. Provide your firm's toll free number.

2) Provide a description of services and ongoing maintenance, including a description of remote diagnostic tools utilized.

3) Describe your firm's service and troubleshooting problem procedures.

e. Provide documentation of software updates, enhancements and the frequency. Include how it is disseminated, the documentation provided, and availability and scheduling of technical staff.

f. Provide documentation of your firm's on-line help function.

g. Describe any annual User Group meetings held by the offeror. Include a schedule of the User Group meetings conducted over the past 5 years.

h. Describe any published User Product Newsletters and state the frequency of publication. Provide samples of the most recent newsletters for the past 2 years.

.4 <u>Implementation</u>

Describe the approach and resources needed to implement the proposed software. Attach a proposed implementation schedule with key activities and estimated milestones, using Microsoft Project. For this purpose, assume a July 1, 2004 start date with a cutover date of May 1, 2005.

APPENDIX I

MANDATORY REQUIREMENTS

A. MINIMUM OFFEROR REQUIREMENTS

Provide narrative responses to the following questions and the necessary documentation for each item listed below by the date indicated in Section 1.3 above.

1. Specify the number of years the offeror has been in the public safety software business. Provide percentage comparisons for public sector vs. private sector; the number of clients and the revenue percentage comparisons.

2. Provide chronology of the firm's growth, staff size and ownership structure.

3. Indicate whether the business is a parent or subsidiary in a group of companies.

4. Has the offeror's firm or product being proposed ever been purchased by another firm or acquired because of a merger or acquisition?

    If yes, provide details regarding the name of the companies involved, specific products affected and when such merger or acquisitions(s) took place.

5. Provide a brief statement of the offeror's background. Provide information about its' longevity and financial stability.

6. Include a current copy of the offeror's current Dunne & Bradstreet listing for the past 3 years. Indicate if the firm incurred an annual operating loss in the last 5 years. If the offeror is a subsidiary, provide a current Dunne & Bradstreet listing.

7. Provide information about the growth of the offeror's firm. If the firm experienced a workforce reduction during the past 5 years, provide details to include the percentage or workforce reduction, areas affected, senior management team changes, etc.

8. Describe the resumes for the senior management team.

9. Describe how your firm measures customer satisfaction for software applications and customer service and support. Include internal performance metrics used to quantify customer support responsiveness, i.e., issues resolved on first call, average call duration, average time to reach issue resolution, etc.

10. Describe your firm's commitment to research and development for the specific public safety application being proposed; include development staff size and

percentage of annual revenue invested in application development of solution proposed.

11. For each of the applications being proposed please provide the following background information*:*

Original Development Organization
Date of First Release
Date of Current Release
- CAD
- Records Management
- Mobile Data Interface
- AVL Interface
- E911 Interface
- Medical Priority Dispatch
- Message Switch Interface
- Mapping Interface

If any of the proposed applications were not originally developed by the proposing vendor, please provide narrative details for the following subjects:

Date of product merger / acquisition
Name of the products and organizations involved
Description of how integration / interfacing was accomplished (batch vs. real time, consolidated or separate databases, etc.)
References of all customers using proposed applications and interfaces
Description of the development technologies used for each product
Status of the originating development team resources (retention rate, location)

B. MINIMUM SYSTEM REQUIREMENTS

1. The core software applications required to meet the requirements of the RFP are as follows:

Computer Aided Dispatch (CAD)
Law Enforcement Records Management

Combined Multi-Jurisdiction LE/Fire/EMS CAD and LE RMS
E-911
ESRI ArcView Version 8.0
Motorola Premier MDC Message Switch
AVeL-Tech Automatic Vehicle Locators (AVL)
Medical Priority Dispatch, EMD, EFD and EPD
Plant VESTA E911 Phone System
Federal Wireless Phase II Compliance
Omega Group, Crime View

2. The proposed public safety system must provide seamless integration between CAD, Records, AVL, Mapping and Mobile applications without the need for batch updates or data transfers.

3. The proposed public safety system must provide seamless integration between CAD and "Motorola's Premier MDC Message Switch."

4. The offeror must be a Certified Microsoft Solution Partner.

5. The proposed system must leverage Microsoft technology and operate on MS-2000 or 2003 server operating system for its database and application execution.

6. The proposed system must use Microsoft's SQL 2000 or Microsoft SQL 2003 database.

7. The software architecture must make extensive use of stored procedures for application scalability, security and integrity.

8. The proposed system must be able to support Windows 2000, and Windows/XP clients.

9. Application security must provide flexible access control down to the field level, allowing specific access permissions such as update, view-only, or prohibit-view.

10. Application must provide ability for users to tailor system provided reports, retaining application level security and performance.

11. The staff must be able to adjust common variables, such as codes, tables, report parameters, etc., without the services of a professional programmer.

12. The software must have a one-time, single-point of data entry to reduce redundant work.

13. All software programs must seamlessly integrate to maximize operator and system efficiency.

14. The software must have an easy to use system for preparing various statistical and analytical reports.

15. The software must provide a look-up capability for frequently entered information, and once selected, the information will automatically populate the corresponding data record.

16. The software must provide the ability to input, access, and store a user-defined level of historical data "on-line."

17. The software must verify the validity of the data being entered into the database by performing immediate error checking.

18. The software must provide the ability for multiple users to be on the system at the same time and multiple users to be in the same programs at the same time.

19. All applications must provide for future updates and enhancements on a regular basis. All updates and enhancements must include revised user manuals.

20. The software must be written using a relational database.

21. The offeror must provide a complete set of user manuals for all software packages, which must include screen formats, generic instructions and report format samples.

22. Offeror must offer Basic Business Hour Support (Mon.-Fri., 8 AM – 5 PM) and Extended Support (24x7, 365 days/year).

23. Offeror must provide on-site training for 10 users of the system and 5 system Administrators.

24. All support software service/support must be available via toll free phone call.

25. Offeror must have the ability to utilize remote diagnostic tools.

COMPUTER AIDED DISPATCH (CAD)

The general objectives of the (CAD) system are to improve dispatch control and communications, increase the speed of dispatching capabilities, and to standardize data entry agency-wide. It is mandatory that the requirements listed are applicable to all CAD software modules.

1. The following tasks must be available from the toolbar: Open, Save, Delete, Cut, Copy, Paste, New and Print.

2. The system must provide the ability to quickly and easily assign default agency-defined unit status codes.

3. When a Call for Service (CFS) type is defined, the system must provide the ability to locally check the Master Name File and Master Vehicle File.

4. The software must provide a table look-up capability for frequently entered information; once the data is selected the information will automatically populate the user's data record.

5. The software must provide the ability to verify the quality of data entered into the database by performing immediate error checking, prohibiting invalid data to be stored in the database.

6. The software must provide the ability to input, access, and store an agency-defined level of historical data online.

7. The software must have the capability to be used in a multi-jurisdictional environment.

8. The software must provide the ability for multiple users to be on the system and in the same applications simultaneously.

9. The system must use consistent validation table processing.

10. The system must allow for agency-defined validation tables.

11. The software must provide agency-defined function keys and function key combinations.

12. Each user must have the capability to recall previous command line entries for reuse and/or viewing, up to a minimum of 20 previous entries.

13. The software must have the ability to place multiple units on a CFS via command line or mouse function.

14. The CAD system must fully integrate with a Records Management Software (RMS) whether provided by the same software vendor or an alternate vendor. Full integration includes the automatic transfer of CAD incident information to the RMS, reducing data entry.

15. The software must notify Dispatchers and Responders of hazards/alerts on specific person and/or locations.

16. The software must provide an online help feature available for all functions, including data entry, search, inquiry, menu, forms, and report generation.

17. The software must provide the ability for a user to create and store ad-hoc reports.

18. The software must provide the ability to directly output from a data search to a printer upon user request.

19.   The software must provide the capability to add unlimited narrative to CFS records, ensuring critical information is captured.

20.   The dispatch center can maintain a separate incident number sequence from all other agencies.

21.   The system must support command line, function key and drag and drop mouse capabilities for all dispatch functions.

22.   CFS must be automatically routed to the appropriate LE, Fire or EMS Dispatcher, based on the incident type entered by the Call Taker and/or Dispatcher.

23.   Each Call Taker and Dispatcher position must be able to define the filters, for sorting displayed data, for sorting displayed data, within the windows available to monitor active calls, unit statuses, available units, etc.

24.   The software must provide automatic date/time stamping and user ID tracking of all Call Taker and Dispatcher processes to track call and unit activity and all command processing.

25.   All Call Taker and Dispatcher activity is logged and can be printed or queried.

26.   An CFS can be quickly created entering the following minimal information: incident type, location and priority of call. The call will be sent to the proper Dispatcher based on call type and location of the call for immediate dispatch using a function key or command line entry.

27.   Any name entered by a Call Taker/Dispatcher must provide the capability to be associated or added to the RMS Master Name database.

28.   The user must be able to access a command line with one keystroke from anywhere in the system.

29.   The system must provide the ability to view cleared calls.

30.   Cleared calls must have the appropriate security, defined by the agency, to prevent unauthorized modification and viewing.

31.   The CAD Data Entry Window must show the two (2) closest cross streets.

32.   The CAD Data Entry Window must allow system wide global vehicle processing.

33.   The CAD Data Entry Window must allow for E911 ALI & ANI information to be modified.

34. The CAD Data Entry Window must indicate if premise history, hazard and/or advisory information, etc., is available for the call for service.

35. The CAD Active Calls Window must allow users to customize the tool bar.

36. The CAD Active Calls Window must allow for filters to be set, displaying just one type or any combination of call types for LE, Fire and EMS.

37. The software must allow multiple Unit Status Windows to be opened with different configurations.

38. The software must have a list of values that can be used to facilitate the data entry process, such as abbreviations, directions, case status codes, weather codes, etc.

39. The CAD must provide a rolodex like card file lookup for Dispatcher/Call Taker's to retrieve phone number and contacts (Ex: other LE agencies, EOC employees, dive team, Federal Agencies, Fire Marshal, etc).

CAD System Security

1. The software must provide component (i.e., modules, entry screen(s)) and document level security to permit and restrict the rights of specific users and/or groups.

2. The software must have the ability to set up permission for all components, including add, edit, view, delete, print, etc.

3. Components must have the ability to restrict individual users or groups.

4. Components cannot be changed or deleted by users.

5. Authorizations must be identified by user name and corresponding confidential password.

6. Passwords must never be displayed.

7. The system administrator must have the ability to easily create users.

8. The system administrator must have the ability to easily change passwords.

9. A user's password must be encrypted when stored in the database.

10. The software must provide the ability to restrict specific users at certain times of day, day of week, etc.

11. The software must provide a purge for the security violation log.

12.   The software must allow the user and system login log to be purged.

CAD Call Taker Requirements

1.   E911 calls must automatically generate and populate the call entry window with; caller, location, name, telephone number, (latitude & longitude for Phase II Wireless/State of MD) how received, time received and date.

2.   The Call Taker screen must capture a minimum of information, including: call type, agency, status, phone number, address, cross streets, nature of call, unlimited narrative, caller/complainant name.

3.   The system must allow the Call Taker to override the address field.

4.   The system must provide agency-defined security features to restrict commands and usage for each user.

5.   Once a Call Taker enters the location and determines the call type, the CFS may be immediately forwarded to dispatch using a function key or function key combination.

6.   The Call Taker must have the option to put an unlimited number of partially completed CFS on hold to retrieve at a later time.

7.   When the Call Taker enters additional information to a current incident, the system must forward the updated communication to the Dispatcher.

8.   The Call Taker must have the ability to override geo-based addresses and the system shall document overridden addresses for later review by the system administrator.

9.   The Call Taker must have easy access to the RMS name database for additional information on the Caller/Complainant, such as missing person, outstanding warrant, prior incidents, hazards, etc.

10.   The system must alert all the appropriate Dispatcher(s) when the Call Taker sends a CFS to dispatch.

11.   The system must alert the appropriate Dispatcher(s) when a CFS is updated.

12.   The Call Taker must be able to enter individual Responder activity.

13.   The software must allow an unlimited number of Call Takers.

14.   The system must allow for agency-defined CFS types.

15. When a CFS type is defined, the agency must be able to define default values for:

    a.   Priority Indicator
    b.   Progress Indicator
    c.   Hazard Retention Duration

16. Unit recommendations and overdue recommendations must be agency-defined.

17. The software must provide the ability to exchange one unit with another, automatically recording in history that the first unit was initially dispatched and then switched with the second unit.

18. The system must be able to reroute a unit from one call to another in a single command and stack the original call against the rerouted unit.

19. When a rerouted unit is cleared, it must automatically be sent back to the original call.

20. Command line text must be agency-defined.

21. The command line must have the capability to carry out all unit/call commands.

22. The system shall provide fields for the following vehicle information to be added to a CFS:

    a.   VIN
    b.   State
    c.   Plate
    d.   Color
    e.   Make
    f.   Model
    g.   Year
    h.   Name
    i.   Date Reported
    j.   Report Number

23. The software must allow users to select a vehicle already entered into the system.

24. As the CFS is being entered, any potential associated calls must be made known to the Call Taker/Dispatcher.

25. The system must automatically track all activity when updating a CFS, as part of the call.

26. The Call Taker/Dispatcher/Responder working the CFS must be alerted of any known hazards or alerts for an address, range of addresses, name, vehicle, phone number, etc.

27. The incident number for all responding agencies must be easily displayed.

28. The system must provide the capability to add additional incident numbers for the CFS (multiple vandalisms within the same neighborhood).

29. The following information must be maintained with each CFS:

    a. All Known Associated Persons
    b. Special Response Information
    c. Unit Recommendation
    d. All Associated Vehicles

30. The system must allow a CFS to be canceled prior to dispatching it, recording the activity in history.

31. The software must maintain CAD commands and command descriptions, such as Open CFS, Add Narrative to CFS, Change Unit Status, etc.

32. The following commands must be available from the command line, or associated with a function key or function key combination:

    a. Add Narrative
    b. Cancel CFS
    c. Clear CFS
    d. Exchange Units
    e. Open Premise History Search
    f. Open Hazard/Advisory Search
    g. Open Unit's Call Stack
    h. Open an Entered CFS
    i. Open Messages
    j. Open Notepad
    k. Open Scheduled Activity
    l. Reroute a Unit to a Selected Call
    m. Send a Message to a User or Group of Users
    n. Refresh Screen
    o. Reroute a Unit to a Selected CFS and Clear the Current CFS
    p. Add a CFS to a Unit's Stack
    q. Change Unit Location
    r. Unit Check In
    s. Update a Unit Check in Time
    t. Update the Unit Status
    u. Zoom Map to the CFS

v.　　Zoom Map to the Unit
　　　　w.　　Open Mileage
　　　　x.　　Open Cleared Call Search
　　　　y.　　Open Command Line
　　　　z.　　Add to Unit Log

CAD Dispatching Requirements

1.　　E911 calls must automatically generate and populate the call entry window with callers: location, name, telephone number, (latitude and longitude for Phase II Wireless/State of MD), how received, time received and date.

2.　　The software must provide the Dispatcher with access to all CFS information, such as narrative, hazards, unit information, etc.

3.　　The dispatch screen must provide quick and easy access to all CFS information, specifically; type, agency, status, phone number, address, cross street(s), nature of call, unlimited narrative, and caller/complainant name(s).

4.　　The system must provide the option to setup a dispatch position as LE only, Fire only, EMS only; combined Fire and EMS; or combined LE, Fire and EMS.

5.　　The software must provide the option of restricting Dispatcher(s) to only use related commands for LE, Fire or EMS. (For example, a LE only setup will not allow the Dispatcher to access Fire Run Cards.)

6.　　The Active Call Window must display all calls that are assigned to a dispatch position.

7.　　The system must provide agency-defined security features to restrict commands and usage for each user.

8.　　The software must provide Dispatchers with access to all unit recommendations and unit commands based on LE, Fire and EMS access security.

9.　　The software must provide the ability to access any CAD or RMS function based on authorized security.

10.　　The system must provide the ability to filter (e.g., include or exclude) types of calls from the Active Call Window.

11.　　The system must alert the appropriate Call Taker/Dispatcher when CFS information is updated.

12.　　The software must provide agency-defined check-in times for responders to increase safety. When a responder exceeds the allotted time, the software

must visually and audibly display a warning alerting the Dispatcher. The reminder must provide an override/reset feature.

13. The software must provide agency-defined dispatch timers based on CFS type and priority. The software must visually and audibly display a warning alerting the Dispatcher that too much time elapsed without assigning a unit(s) to the call.

14. The software must provide the Call Taker/Dispatcher with easy access to database(s) that may contain additional information on the Caller/Complainant, such as missing person, outstanding warrant, prior incidents, hazards, etc.

15. Officer initiated and traffic stop call entry functions must be accessible from the dispatch position.

16. The software must allow for officer initiated and traffic stops to be updated using a defined call type.

17. The software must allow Dispatchers to override geo-base addresses, change priorities and unit recommendations.

18. The system must provide the ability to exchange one unit with another, automatically recording in history that the first unit was initially dispatched and then switched with the second unit.

19. The system must be able to reroute a unit from one call to another in a single command and stack the original call against the rerouted unit.

20. The software must provide pre-built shift rosters and allow Dispatchers to put multiple units on-shift in a single keystroke.

21. The system must provide the ability to track mileage for each unit on-shift and off-shift.

22. The Active Call Window must display active CFS.

23. Dispatchers must be able to quickly dispatch units from a displayed list of available units in the Active Call Window.

24. From the available unit window, a Dispatcher must have access to a list of available calls and dispatch the units to calls.

25. The following commands must be available from the command line, or associated with a function key or function key combination:

    a.   Add Narrative
    b.   Cancel CFS

c.   Clear CFS
d.   Exchange Units
e.   Open Unit's Call Stack
f.   Open an entered CFS
g.   Open Messages
h.   Open Notepad
i.   Open Scheduled Activity
j.   Reroute a Unit to a Selected Call
k.   Send a Message to a User or Group of Users
l.   Refresh Screen
m.   Reroute a Unit to a Selected Call and Clear the Current Call
n.   Add a call to a Unit's Stack
o.   Change Unit Location
p.   Unit Check In
q.   Update a Unit's Check in Time
r.   Update the Unit's Status
s.   Zoom Map to the CFS
t.   Zoom Map to the Unit
u.   Open Mileage
v.   Open Cleared Call Search
w.   Open Command Line
x.   Open Shift Processing
y.   Add to Unit Log
z.   Make a unit the Primary Unit for the CFS it is assigned

CAD Supervisor/Administrator Requirements

1. The software must provide Administrators with complete access to unit assignments and replacements features.

2. The software must allow Supervisors to easily track ride-a-long personnel on shift and in the unit history database for future reference.

3. The software must allow Administrators to easily maintain LE/Fire/EMS unit assignments and unit replacements.

4. The software must allow Supervisors to easily maintain LE patrol assignments and patrol backups.

5. The software must allow Administrators to easily maintain Fire/EMS stations and station backups.

6. The software must allow Administrators to easily maintain LE/Fire/EMS unit run cards.

7. The software must allow Administrators to easily maintain CAD profiles and users.

8.   The software must allow Administrators to easily maintain Call Taker/Dispatcher command and function key security.

9.   The software must allow Administrators to easily maintain Geo-file information, including street names, street segments, cross-streets, intersections, alias street names, subdivisions, area/sector(s) and common places.

10.   The software must allow Supervisors/Dispatchers to easily change unit timers used for Responder safety.

11.   The software must allow a "Be On the Look Out" (BOLO) to be entered for a vehicle, including make, model and narrative.

12.   When entering a BOLO for a person, the software captures sex, race, height, and a field for unlimited narrative entry.

13.   Based on the address, the software must notify the Supervisor, Dispatcher or Responder of the alert or hazard.

CAD Personnel

1.   The software must require first name, last name and ID number to enter a personnel record.

2.   The software must support personnel records by ID number.

3.   Only authorized users may have access to a personnel record.

4.   Each personnel record must support multiple education/training records and require course code and course date.

5.   Personnel records must support the attachment of other documents.

6.   The personnel record must support multiple assignments and require assignment date and type.

7.   The personnel record must support multiple issued equipment records and require issued date, item type and quantity.

8.   The software must allow for a universal way to search for and select personnel ID numbers throughout the module.

CAD Messaging

1.   The software must provide voiceless communications through messaging between Dispatcher's, Call Takers, Mobile Computing Terminals (MCDT/MDC), and other agency-defined users.

2. The software must provide a separate message screen that shows all Call Taker, Dispatcher and Mobile Computing messages sent to the Caller Taker/Dispatcher.

3. The software must allow a CAD user to send and store messages to other users, groups, positions or MDT/MDC's.

4. The software must allow a message to be sent to multiple recipients.

5. The software must allow a user to store a received message and delete a message.

6. The software must be able to log all sent messages.

CAD Call Scheduling

1. The software must automatically schedule CFS for future dispatch to help manage special events, such as parades, festivals, prisoner transport, etc.

2. The software must be able to display a list of all scheduled calls.

3. The software must allow a user to manually activate a call.

4. Authorized users must have the ability to activate a scheduled call at any time.

5. The software must send a message when the scheduled activity occurs.

6. The software must support location override for scheduled calls.

CAD Call Stacking

1. The software must have only one call that is active per unit.

2. The software must be setup by unit ID to allow automatic dispatching of a unit when the unit is available.
3. The software must sort calls in the order to be dispatched, based on priority and time received.

4. The software must allow a call to be added or removed to a unit's call stack by either using the command line, by dragging and dropping, or by right-clicking on the unit.

CAD Units

1. LE and Fire/EMS unit recommendations must be incident type specific and allow for multiple levels of backup.

2.   The software must support changing the unit's assigned primary LE beat during the shift.

3.   The software must support adding additional police beats to a unit ID at the beginning of a shift or to be changed during the shift.

4.   All Police, Fire/EMS unit activity must be captured in a unit history database unique to the agency the unit is associated with.

5.   All LE, Fire/EMS unit personnel activity must be captured in a unit personnel history database.

6.   The software must allow agency-defined icons to represent unit types.

7.   The system must allow the agency to define an icon for each type of unit as defined by the agency.

8.   The system must include a pre-defined set of typical unit statuses that can be modified by the agency.

9.   The software must allow the setup of timers based on the, Type and Priority of a CFS.

10.   The software must support tracking on/off-shift mileage for all units.

11.   The software must support the starting and ending odometer reading or total mileage of a unit for a CFS.

12.   The software must generate a unit log, showing all actions that unit had taken.

13.   The unit log must show date/time of entry, status, action, CFS #, CFS type, CFS location and unit location.

CAD Hazard/Alerts

1.   The software must provide for specific hazards to be placed on apartments, suites, etc. The software must display hazards on specific apartments, suites, etc., when only the street number and address name are entered into the system.

2.   The software must alert the Call Taker, Dispatcher and/or Responder of previous CFS at a location, providing premise history.

3.   The software must alert the Call Taker, Dispatcher and/or Responder if hazardous material is stored at a business site.

4.	The software must alert the Call Taker, Dispatcher and/or Responder if there is any serious medical information concerning a person at the location.

5.	The software must alert the Call Taker, Dispatcher and/or Responder if a building pre-plan or Geo-file information exists for the location.

6.	The software must alert the Call Taker, Dispatcher and/or Responder if orders of protection are associated with the location and/or caller/complainant.

7.	The software must alert the Call Taker, Dispatcher and/or Responder of a possible duplicate call if two calls have addresses that are near each other.

8.	The software must alert the Call Taker, Dispatcher and/or Responder if a unit has gone over its allocated time, as setup for the CFS type to increase Responder safety.

9.	The software must have the ability to set a timer for call for service CFS types based on priority. This timer alerts the Dispatcher that an agency-specified time has elapsed and no units have been assigned to the called.(ex., overdue not dispatched, dispatched to responding; responding to arrived, arrived to clear, check-in time)

10.	The software must allow the user to change the priority of system-generated alerts.

CAD Geo-File Requirements

The Geo-file must provide the following:

1.	The system must geo-verify the address to make sure that the address is within the agency's jurisdiction.

2.	The software must allow authorized users to override the geo-validation process.

3.	The geo-verification process must display a list of the closest matches.

4.	CAD Note Pads

5.	The software must provide a note pad function that allows CAD users to type in unlimited text and store the text within CAD.

6.	The software must allow a document to be attached via standard document controls.

7.	Note pad entries must be date/time stamped.

CAD Rip-n-Run

1.   The software must allow Rip-N-Run reports to be generated by a network printer or, remote Rip-N-Run printer or fax.

2.   The software must automatically forward Rip-n-Run reports through a network printer, or remote printer based on certain events throughout the CFS. (ex: by creation of a call, first unit dispatched within a station, any unit dispatched, or upon clear). The system must provide for an unlimited number of printers for a defined agency (example: Agency A, has 4 fire stations).

CAD Run Cards

1.   The Administrator must be able to maintain Police/Fire/EMS unit run cards.

2.   The software must be able to create a LE run card, Fire run card, or an EMS run card. The software must be able to create a joint LE and/or Fire and/or EMS run card.

3.   The software must allow units on a Fire and EMS run card to be placed in the assigned status.

4.   The software must recommend most functions for Dispatchers.

5.   Fire/EMS run card recommendations must be assigned by incident.

CAD Unit Status

1.   The software must allow the user to customize the toolbar for the unit status window.

2.   The software must allow multiple unit status windows to be opened with different configurations based on the level of security.

3.   The software must provide the ability to filter or subset the list in the unit status window.

4.   The software must allow a user to change a unit's status, open the unit's call stack, and reroute a unit within the unit status window.

5.   From the unit status window, a user must be able to get a list of all available calls and dispatch unit(s) to the call.

6.   The software must include a pre-defined set of typical unit statuses with additional user defined statuses available.

7.   The software must allow the agency to modify the statuses that a particular unit can be assigned.

8.   The software must automatically refresh the unit status window when information is updated.

9.   The software must allow Dispatchers to review all unit status changes (en route, arrived, cleared, and dispositions) initiated by units with installed MDT/MDC in LE/Fire/EMS vehicles

CAD Unit Recommendations

1.   LE/Fire/EMS unit recommendations must be specific to the CFS type and allow multiple levels of backup.

2.   LE/Fire/EMS unit recommendations must provide for different types of units, such as patrol, service, or K-9, engine, or truck to respond, based on the CFS type, priority and in-progress flag.

3.   Primary LE beat(s) can be assigned to a unit at the beginning of a shift or it can be changed during the shift.

4.   Second and third level LE beat(s) can be initially setup for a unit or it can be changed during the shift.

5.   The software must provide the user with the ability to adjust the priority and the number of recommended units.

6.   The software must be able to swap or exchange one unit with another, and record that the first unit was initially dispatched, and then exchanged with the second unit.

7.   The system must present the unit recommendation process as part of the incoming call.

8.   Dispatch must have access to all unit recommendations and unit commands based on LE, Fire and EMS access security.

9.   Icons defining the unit type must be user definable, using standard PC tools.

CAD Daily Reports

1.   The software must provide field officers with a daily report of updates, information and alerts.

2.　　The daily report must include information on wanted/missing persons, outside alerts, stolen vehicles and personal/property crimes.

BOLO's

1.　　The software must support BOLO's for vehicles, including make/model and narrative.
2.　　The software must support BOLO's for people, including attributes for sex, race, height and narrative.

CAD Wrecker Rotation

1.　　The system must provide a Wrecker Rotation module to help Dispatcher's equitably request a wrecker to a CFS.

2.　　The software must quickly and equitably send wreckers, to a specific location.

3.　　The software must setup wrecker response based on geographic coverage, hours of operation, type of equipment or service required, as well as company's place in the dispatch sequence.

4.　　The software must maintain a database of service vehicle providers that want to maintain a rotation schedule.

5.　　The software must show where in the rotation a provider is placed if a special event occurs when attempting contact.

6.　　The software must automatically position the second company in the first position when the first company is selected.

7.　　The software must allow the user to dispatch the next company, when unable to reach the first company in line, and move the first company to the bottom of the rotation sequence.

8.　　The software must provide a wrecker master file report and must record a rotation history list by company, selected dates or by geographic coverage areas.

9.　　The software must generate a wrecker log and rotation listing.

10.　　The software must generate a geographic coverage report of all agencies that service a specific area.

<u>Spectracom NetClock Interface</u>

1.   An interface to Spectracom NetClock must provide a real-time, interactive interface to NetClock time synchronization equipment.

2.   The NetClock Interface must synchronize the server with the time provided by the NetClock hardware and each client workstation will synchronize with the server.

<u>CAD Integrated E911 System Interface</u>

1.   The E911 interface must provide an interface between the E911 Vesta Plant Equipment E911 system and the CAD system.

2.   The interface must automatically link E911 data into the computer system via a communications port to a multi-user, multi-tasking server.

3.   The CAD software must be able to load ANI/ALI data directly from an E911 system with a single keystroke.

4.   The interface must provide the ability to transfer and maintain the following data elements from the E911phone company's database to the CAD system:

        a.   Telephone Number (including area code)
        b.   Time of Call
        c.   Date of Call
        d.   House Number
        e.   House Number Suffix
        f.   Street Directional
        g.   Street Name
        h.   Apt# / Floor / Suite
        i.   Customer Name
        j.   Fire Box/LE Sector Info
        k.   Latitude
        l.   Longitude
        m.   PANI (cell tower phone)

5.   The interface must accommodate telephone file layout changes without needing a programmer on site.

6.   The interface must perform all validation checks against system data as if it was manually entered by the Call Taker or Dispatcher.

B. RECORDS MANAGEMENT SYSTEM (RMS)

This section contains a list of the general requirements for the RMS application.

SOFTWARE SUPPORT

1.   A special rapid data entry user interface is included in the base system.

2.   Formatted screens will be used for initiating database queries.

MASTER NAME FILE

1.   The RMS must be name based. An inquiry on a name identifies all involvements associated with the name, including incidents, Arrests, Warrants, Citations, Field Interviews, Property/Evidence, MO's, Physical Identifiers, Vehicles, Employers, and Aliases.

2.   The RMS software must provide a single source Master Name File so that a change made to related data (demographics, physical characteristics, contact information, etc.) by a user is immediately reflected in all associated records.

3.   The RMS should have a Master Name Search capability that provides the ability to search for names using a combination of search variables.

4.   The system must be able to track any number of AKA's, alias DOB's and Alias SSN's.

5.   The system must maintain file contacts, arrests, and citation received.

6.   The system must provide for special alerts and Warrants.

7.   The system will flag special alerts and warrants on a person record with a color code.

8.   The system must be able to retrieve and display or print all prior incidents at a given location upon inquiry and be able to list them in reverse chronological order if desired, to include: incident, case number(s), dates, times, responding officer(s) and event descriptions.

9.   The system must track all associations of a master entity to any other master entity.

INCIDENTS

1.   The RMS must be incident based. An inquiry on an incident identifies all involvements associated with the incident, including CFS, suspects, accidents,

citations, arrests, juvenile contacts, stolen vehicles, names, businesses, vehicles, property/evidence, and MOs.

2.   At a minimum, the Incident Module must capture the following incident data for each person involved:

   a.   Name information associated from the Master Name List.
   b.   Address of Incident associated with name.
   c.   Involvement of Name to Incident
   d.   Victim/Suspect relationship
   e.   Offense Code
   f.   Weapon
   g.   MO data including; premise, point of entry, point of exit method of entry.

3.   The system must accommodate multiple entries by role as required. Role includes complainant, victim, witness, reporting party, suspect, arrested/cited, named in, AKA's, street or gang names. It must provide for entry of addresses, units, businesses and home telephone numbers, DOB's, sex, and race for each entry.

4.   Additional personnel for each incident must include primary unit ID and all responding officers, and the arresting officer ID's.

5.   The Incident Module should provide the ability to store an unlimited number of images with an Incident Record.

6.   Case numbers must be user definable in accordance with the customer's requirements.

7.   The Citation feature must include: citation number(s), time and date stamp, location, violation (ordinance or statute), vehicle description, license number and state, model and color of vehicle. The system must provide for any number of violations.

8.   Traffic data must include names, addresses, sex, race, DOB, telephone number (driver and passengers), injured persons, damaged property owners, table entry for faction involved in accident (date, day of week, time, violations, and location of accident).

<u>CALLS FOR SERVICE</u>

1.   The RMS must provide a CFS Module that provides the ability to capture and track Calls for Service data including:
   a.   Dispatch Information
   b.   Caller Information
   c.   Units Involved

d.   Incident Information
e.   Address information, including the address of the incident and the address of the caller

2.   The RMS software must provide the capability to link a Call for Service Record with an Incident Record.

3.   The RMS software should provide a CFS search capability that enables the user to search on multiple criteria simultaneously including the following:
a.   Even ID/CFS Number
b.   Incident Number
c.   Date Range
d.   Address
e.   Situation Found
f.   Attachments
g.   Call Type
h.   Telephone Numbe
i.   Complainant's Name
j.   Business Name
k.   Call Taker
l.   Dispatcher
m.   Disposition
n.   Sector
o.   Narrative
p.   Deputies Radio Traffic
q.   Time Range
r.   Grid

4.   The Calls For Service utility must enable the user to enter multiple search criteria at the same time, rather than only entering them to search one field at a time.

FIELD INTERVIEWS/FIELD CONTACTS

1.   The RMS software must be compatible with the agency's IPAQ software to allow direct down loading of information from the IPAQ to the RMS.

2.   The Field Interview Module must provide the ability to link the Field Interview Record to associated records, including Names and Vehicles.

3.   The Field Interview Search Utility must enable the user to enter multiple search criteria at the same time, rather than only enabling them to search one field at a time.

MASTER VEHICLE FILE

1.   The RMS software must provide a Master Vehicle file that supports entry, storage, and retrieval of vehicle identification number (VIN), registration, owner name, insurance information, detailed physical description (make, model, year, color, etc.) associated names and associated incidents.

2.   The Vehicle Module must provide the ability to link vehicle data to all related Accident Records, Citation Records, Incident Records, and Name Records.

3.   The RMS software must provide a Master Vehicle Search capability that enables the user to search on multiple criteria simultaneously, including the following:
       a.   Plate or Partial Plate
       b.   State
       c.   VIN
       d.   Plate Type
       e.   Year
       f.   Make
       g.   Model
       h.   Color
       i.   Style
       j.   Type
       k.   Registered Owners Name
       l.   Vehicle Operators Name
       m.   Incident Number
       n.   Tow information, location, data
       o.   Grid

4.   The Vehicle Search Utility must enable the user to enter multiple search criteria at the same time, rather than only enabling them to search one field at a time.

5.   When the Vehicle Search Utility returns a set of search results, all Stolen Vehicles will be highlighted in a distinguishing manner (i.e., different color).

MASTER LOCATION FILE

1.   The RMS software must provide a Master Location File, which enables all addresses that have been entered into the RMS to be stored only once.

2.   The RMS software must standardize every address entered into the system.

3.   The Master Location File must provide the ability to capture sectors, reporting area, neighborhood watch groups, etc., for every address.

MASTER BUSINESS FILE

1.   The RMS software must provide a Master Business File. The Master Business File should store information pertaining to a business with which HCSO comes into contact. This should also be used to track the various departments within a business; schools (library, office, gymnasium, auditorium).

2.   The Master Business File must provide the ability to track all patrols and security alarms associated with a Business/Department.

ACCIDENTS

1.   The RMS software must provide an Accident Module to enter and track accident information.

2.   The RMS Accident Module must collect all information on the Maryland Accident Forms.

3.   The RMS Accident Module must collect all information regarding road and weather conditions at the time of the accident.

4.   The RMS must provide the ability to generate an Accident Summary Report based on parameters including Accident Date, Accident Location, Accidents involving a fatality, etc.

5.   The RMS must provide the capability to store an unlimited number of images and drawings related to an Accident.

6.   The Accident Module must provide the ability to link an Accident to all associated Incident Records, Vehicle Records, Citation Records, and Names Records, and display this information on a single screen.

7.   The Accident Module must identify all Pedestrians, Vehicle Owners, Occupants, and Witnesses associated with the Accident.

8.   The RMS software should provide an Accident Search capability that enables the user to search on multiple criteria simultaneously.

9.   The Accident Search Utility must enable the user to enter multiple search criteria at the same time, rather than only enabling them to search one field at a time.

TRAFFIC STOPS

1.   The RMS software must provide a Traffic Stop Module to enter and track Traffic Stops.

2.   The RMS Traffic Stop Module must be integrated with the other modules in the RMS.

3.   The RMS software must provide a Traffic Stop Search capability that enables the user to search on multiple criteria simultaneously.

4.   The system must transfer CAD data into the record.

5.   The system must be able to track impound/recovery information including storage facility, hold reason, and if vehicle was inventoried.

6.   The system must capture the following:

     a.   Officer and Unit Information
     b.   Dispatch Information
     c.   Person, names, identification numbers, addresses, SMT's characteristics
     d.   Accidents information, DUI tests, Citations, Offenses, Death/Injury, Vehicle Owner, Insurance
     e.   Narratives

RACIAL PROFILING

1.   The system must capture all data required by the State of Maryland for Racial Profiling Reporting to the State.

2.   The Racial Profiling report must print in the format required by the State.

MASTER PROPERTY FILE/STOLEN & RECOVERED PROPERTY

1.   The RMS must provide a Master Property Module that enables the user to enter and track property information, including Stolen Property Data, Found Property Data, and Recovered Property data, which are reported with an Incident.

2.   The RMS software must provide the ability to link stolen or recovered property to an individual in the Master Name File and display this link on the Property screen.

3.   The RMS software must provide the ability to link stolen or recovered property to an incident and display this link on the Property screen.

4.   The RMS software must provide the ability to capture stolen or recovered property disposition information.

5.   The RMS software must provide the ability to capture stolen or recovered property information required for UCR.

6.   The RMS software must provide the ability to link a stolen or recovered Property Record to a Pawn Shop Record. Related Pawn Shop data should displayed on the Property screen.

7.   When entering a Stolen Property Record, the user must be automatically notified if the stolen item's serial number matches a serial number existing in the Pawn Shop Module or in the Evidence and Custodial Property Control System.

8.   The RMS software must provide the ability to print a Property Report for a selected item. This report should include the identification of all related data, including Incidents and Names, the current status of the property, and the involvement of the property.

9.   The RMS software must provide a stolen or recovered Property search capability that enables the user to search for stolen or recovered property based on multiple search parameters.

RMS EVIDENCE AND CUSTODIAL PROPERTY CONTROL

1.   The RMS software must provide an Evidence/Custodial Property Control Module that enables the user to enter and track evidence and any other property under police custodial control that is brought into HCSO's Property/Evidence Room.

2.   The Evidence/Control Property Control Module must provide the ability to collect Officer information related to the Evidence/Property, including the Submitting Officer and the Receiving Officer.

3.   The RMS software must provide the ability to link Evidence/Property to an individual in the Master Name File and display this link on the Evidence screen.

4.   The RMS software must provide the ability to capture Evidence/Property disposition information.

5.   The RMS software must provide the ability to link an Evidence/Property record to a Pawn Shop record. Related Pawn Shop data should be displayed on the Evidence/Custodial Property Control screen.

6.   The RMS software must provide the ability to enter and track the chain of custody for the Evidence/Property by case number.

7.   The RMS software must provide the ability to store Evidence/Property Room location information for all items entered into the Evidence/Property Room.

8.   The RMS software should provide the ability to integrate with bar coding equipment.

9.   The RMS software should provide the ability to accept numbering using a bar coding system.

10.   The RMS software should provide the ability to print Evidence/Property labels generated by the bar coding system.

11.   The RMS software must provide an Evidence Search capability that enables the user to search for Evidence/Property based on multiple search parameters.

<u>RMS PAWN SHOP</u>

1.   The RMS software must provide a Pawn Shop Module that enables the user to enter and track Pawn Shop data.

2.   The RMS must provide the ability to cross-check between the Property Module and the Pawn Shop Module, and alert the user if a match is identified.

3.   The RMS must provide the ability to cross-check between the Evidence/Custodial Property Control Module and the Pawn Shop Module, and alert the user if a match is identified.

4.   The RMS Pawn Shop Module must enable the entry of the serial number, make, model, and description of pawned item.

5.   The RMS Pawn Shop Module must track the date the item was pawned and the identifier of the pawn shop where it was pawned.

6.   The RMS Pawn Shop Module must track the District and Post where the item was pawned.

7.   The RMS Pawn Shop Module must provide an easy method for linking the Pawn Shop Record to an Incident Record.

8.   HCSO may receive automated (transmitted via telephone or internet as a comma separated value text file) pawn records from the pawn shops. The RMS must be capable of receiving pawn data electronically, and automatically updating the database.

9.   The system must cross-reference stolen items and pawned items.

10.   The system must be able to flag stolen items when a pawn item is entered.

11. The system must record the following information and provide the ability to display and report information accordingly; name of person, DOB, sex, pawned item date, redemption date, telephone number (business or home), property description, serial number(s), ID number(s), make(s), and remark/comment field.

CITATIONS

1. The RMS software must provide a Citation Module that enables the user to enter and track Citations data, including the Citation, Type, Date/Time, Related Ordinance, Officer, Location and person receiving the Citation.

2. The RMS software must store the Name of the person receiving the Citation in the Master Name File.

3. The RMS must store the Vehicle information, of the involved vehicle in the Master Vehicle File.

WARRANTS/CRIMINAL SUMMONS (ADULT)

1. The RMS software must provide a Warrant/Criminal Summons Module that enables the user to enter and track warrant/summons information including: the type of warrant, status of the warrant, issuing agency, contact dates, and the names of the defendant and complainants. Be able to search and link alias files.

2. The RMS software must provide a Warrant/Summons Search capability that enables the user to search on multiple criteria simultaneously.

3. The Warrant/Summons Utility must enable the user to enter multiple search criteria at the same time rather than only enabling them to search on a field at a time and allow for numerous users to access the information at the same time.

4. The RMS Warrant/Summon Module must provide the ability to print a Warrant Report that contains all data related to the Warrant/Summons, including the related Incidents, Arrests, and Names information.

5. The RMS software must provide a Warrant/Summons Summary Report that enables the user to enter multiple selection criteria and print all Warrants/Summons that match the criteria. The Report should identify all Active Warrants/Summons in a distinguishing color.

6. The RMS software must provide caution indicators for all Warrants and Summons.

WARRANTS/SUMMONS (JUVENILES)

The RMS software must provide a separate Juvenile Warrants Module that enables the user to enter and track the same data elements as in the Adult Warrant Module, only for Juveniles. The Juvenile warrant data must have separate links to Juvenile Arrest Data.

SUSPECTS

1.   The RMS software must provide a Suspects Module that enables the user to enter and track identifying information of suspects whose names are unknown (i.e., height, weight, hair color, etc.)

2.   The RMS Suspect Module must provide the ability to enter MO information for a suspect.

3.   The RMS Suspects Module must provide the ability to link suspects to an incident.

RMS ARRESTS (ADULT)

1.   The RMS software must provide an Arrest Module that enables the user to enter and track arrest data.

2.   The RMS Arrest Module must store the Arrestee Name in the Master Name File and provide a direct link between the Arrest Module and the associated Master Name Record.

3.   The RMS Arrest Module must accept the State, Local and Federal assigned arrest numbers associated with individuals.

4.   The RMS Arrest Module must provide the ability to link multiple Incidents with an Arrest.

5.   The RMS Arrest Module must provide the ability to store multiple charges per Arrest.

6.   The RMS Arrest Module must provide the ability to store the location of the Arrest.

7.   The RMS Arrest Module must provide the ability to link multiple warrants to an Arrest.

8.   The RMS Arrest Module must provide the ability to link multiple citations with an Arrest.

9. The RMS Arrest Module must provide the ability to store the arresting officer(s) information.

10. The RMS software must provide an Arrest Search capability that enables the user to search for Arrest Records based on multiple criteria simultaneously, including the following:

   a. Arrest Report Number, including a range of numbers
   b. Arrest Date Range
   c. District/Reporting Area
   d. Arresting Officer Name
   e. Charge(s)
   f. Location of Arrest

11. The Arrest Search Utility must enable the user to enter multiple search criteria at the same time, rather than only enabling them to search one field at a time.

12. The RMS Arrest Module must provide the ability to generate an Arrest Report containing all data in the Arrest record, including the related Incident, Names, Warrants, and Citation data.

ARRESTS (JUVENILE)

The RMS software must provide a separate Juvenile Arrests Module that enables the user to enter and track the same data elements in the Adult Arrests Module, only for Juveniles. The Juvenile Arrest data must have separate links to Juvenile Warrant/Summons data.

MISSING PERSONS

1. The RMS software must provide a Missing Persons Module that enables the user to enter and track information regarding Missing Persons including:

   a. Items of clothing worn
   b. Medical/Emotional problems
   c. Incident Involvement

2. The RMS Missing Persons Module must store the Missing Person name in the Master Name Record and provide a direct link between the Missing Person Module and the associated Master Name Record.

3. The RMS Missing Persons Module must provide a method to attach a composite sketch or other image to the file. The user must have the ability to import the image directly from file or scan the image directly to the record.

4.   The RMS must provide a Missing Persons Search capability that enables the user to search for Missing Person Records based on multiple criteria including; name, date of birth, and physical identifiers.

5.   The RMS Missing Persons Module must provide the ability to generate a Missing Persons Report containing all data in the Missing Persons Record, including the Name and Incident data. The Report must also include all images associated with the Missing Person.

6.   The RMS Missing Person Module must capture all information on the Maryland State Police Form, to include location missing from and location of where located, associates, parents, etc.

GROUPS (GANGS, ORGANIZED CRIME GROUPS, ETC.)

1.   The RMS software must provide the ability to enter, store and retrieve Group/Gang related information (i.e., name, colors, logos, locations, tattoos, etc.) to include imaging.

2.   The RMS must provide a Group/Gang Search capability that enables the user to search for Group/Gang Records based on multiple criteria, including; Group/Gang Name and Group/Gang identification information.

3.   The RMS must be able to track all known members of a Group/Gang and link these names to the Master Name File.

INVESTIGATIVE CASE MANAGEMENT

1.   The RMS software must provide a Case Management Module that enables the user to enter and track Case data, including the Case Number, Case Type, and Case Status.

2.   The RMS Case Management Module must enable the user to associate multiple Incidents with one Case File, and to display the Incident Numbers on the Case Management screen.

3.   The RMS Case Management Module must enable the user to assign solvability factors to each case.

4.   The RMS Case Management Module must enable the user to assign cases to a Detective(s) and track the number of hours spent on the case.

5.   The RMS Case management Module must enable the tracking of Supervisor Case Reviews.

6.   The RMS Case Management Module must enable the user to track the date a case was submitted to Prosecution and the Prosecution status.

7.   The RMS Case Management Module must enable the user to track all "buys" associated with a case.

8.   The RMS Case Management Module must enable the user to track all surveillance activities associated with a case.

9.   The RMS Case Management Module must enable the user to track all case Interview files.

10.   The RMS Case Management Module must enable the user to track all Groups/Gangs associated with the case.

11.   The RMS software must provide a Case Management Search capability that enables the user to search for cases based on multiple search criteria simultaneously, including Case Number, Case Type, Case Status, Date Ranges, Supervisor Assigned, and Detective Assigned.

12.   The Case Management Search Utility must enable the user to enter multiple search criteria at the same time, rather than only enabling them to search one field at a time.

13.   The RMS must provide the ability to generate Case Management Reports, including Overdue Case Reports and Case Activity Summary Reports.

14.   To support investigative analysis, the RMS must provide the ability to view all records associated with an Incident from a single screen. This includes all related names, businesses, MOs, Citations, Suspects, Property/Evidence, etc.

15.   To support investigative analysis, the RMS must provide the ability to view all associated records with a person from a single screen. This includes all related Incidents, Arrests, Field Interviews, Warrants, Juvenile Contacts, Known Associates, Vehicles, Property/Evidence, MOs, Aliases, Citations, and Permits.

16.   The system must support "inactive" and "active" user defined status codes.

17.   The system must support "cleared", "exceptional cleared" or "unfounded" clearance categories.

18.   The system must provide the ability to immediately review all assigned cases at an investigator level for suspects, property, or evidence.

19.   The system must allow investigators to input case logs, notes, and summaries.

20.   The system must provide unlimited free form narrative that can be spell checked.

21.   The system must track leads and assignments.

UNIFORM CRIME REPORTING (UCR)

1.   The RMS must have a fully automated UCR capability. UCR records for offenses, victims, property, stolen vehicles, arson, adult arrests, juvenile arrests, and LEOKA should be automatically created as data is entered into the RMS.

2.   The RMS must also accommodate a formal UCR Coding and Approval process.

3.   The RMS must allow the Department to use local Crime and Arrest Codes.

4.   The RMS must generate all the required UCR Reports to be submitted to the FBI.

5.   The RMS must provide automated UCR Diagnostic Tools for facilitating the review and validation of UCR Report data. The Diagnostic Tools must allow users to view incidents, arrests or property records by any UCR classification for the current UCR Report (i.e., Residential Burglaries at Night for July 2001). Report cross check validation such as cross checking the value of property stolen for Return A, Property Stolen by classification versus Supplement to Return A, Property by Type and Value.

CIVIL PROCESS MODULE

1.   The RMS Software must provide a Civil Process Module that enables the user to capture and track Civil Process information.

2.   The RMS Civil Process Module must enable the user to track the status of civil papers being served.

3.   The RMS Civil Process Module must enable the user to track the number of attempts to serve a civil paper.

4.   The RMS Civil Process Module must enable the user to track the number of attempts to serve a civil paper per Defendant.

5.   The RMS Civil Process Module must generate a unique Civil Paper Tracking Number.

6.   The RMS Civil Process Module must enable the user to track Plaintiffs by business or individual.

7. The RMS Civil Process Module must enable the user to track who has received civil papers.

8. The RMS Civil Process Module must enable the user to track where the papers were served.

9. The RMS Civil Process Module must enable the user to track the reason why a civil paper could not be served.

10. The RMS Civil Process Module must have a user defined case number capability.

11. The system must access all master indexes for the creation of a civil record.

12. The system must provide browse, maintain, and enter capabilities to the civil process module based upon log on security.

13. The RMS system must provide the indexing and cross-reference of the people involved in these papers.

14. The Civil Process module must be capable of maintaining templates created through Microsoft Word.

15. The Civil Process Summary Sheet must provide and allow entry of information regarding persons, vehicles, property, business, narratives, documents, queue entries, and lock/seal.

16. The Civil Process Module must be able to track associated events to the civil process record such as arrest information.

17. Associated events information must update all master indexes.

18. The ability to lock and seal a person civil record must be provided.

19. The "lock" capability must allow one or more users to be designated to view the record only.

ALARM BILLING

1. The RMS must provide an Alarm Module for billing purposes.

2. The system must allow query by:

   a. Calls for Service
   b. Disposition Codes
   c. Dates

       d.   Activity Code
       e.   Address
       f.   Incident Number

3.   The RMS Alarm Module must be able to provide the following reports:

       a.   Alarm Summary Report
       b.   Alarm Listing Report
       c.   Monthly Alarm Billing
       d.   Yearly Report – Multiple Year Capability

SEX OFFENDER REGISTRY

1.   The RMS software must provide a Sex Offender Registry Module that enables the user to enter and track the Child Sex Offenders, Offenders, Sexually Violent Offenders, and Sexually Violent Predators.

2.   The Sex Offender Module should enable the user to enter the following information: Offender's Name, Offender's DOB, Offense Type, Show Active or Inactive, Offense Date, Offense Description, Registration Date, Next Registration Date, Narrative, Court date, and Parole & Probation officers name and phone number.

3.   The Sex Offender Module should store registered Sex Offenders in the Master Name File.

4.   The Active Registered child Sex Offenders, Offenders, Sexually Violent Offenders and the Sexually Violent Predators should be separated by a distinguishing color.

5.   The RMS software must provide a Sex Offender Search capability that enables the user to search on multiple criteria simultaneously

6.   The Sex Offender Search Utility must enable the user to enter multiple search criteria at the same time rather than only enabling them to search one field at a time and allow for numerous users to access the information at the same time.

7.   The RMS Sex Offender Module must provide the ability to print a Sex Offender Report that contains all data related to Sex Offense, including the related Incidents, Arrests victim(s) age, and other registration information.

REPORTS

1.   The RMS must provide a standard set of pre-defined reports, including the following:

a. Incident Report
b. Name Report ("Rap Sheet")
c. Arrest Report
d. Warrant/Criminal Summons Report
e. Citation Report
f. Field Interview/Contact Report
g. Property/Evidence Report
h. Missing Person Report
i. Accident Report
j. Suspect Report
k. Case Management Summary Report

2. The RMS must provide a reporting function that enables the users to "build" their own reports by selecting available fields, sort orders, and filters for the following modules:

    a. Incident Summary Reports
    b. Calls for Service Report

3. The RMS must provide an AD HOC Reporting Utility.

    a. The Ad Hoc Reporting Utility must be GUI based and allow the creation of tabular reports.
    b. The Ad Hoc Reporting Utility must have a mode that restricts users from having access to the report-building tool. In this mode, the users should have access to modify report criteria and print the existing reports.
    c. After creating an Ad Hoc Report, the user must be able to save the report to use at a later time.

4. The RMS must have the capability to generate reports that support the COMSTAT Reporting process, which generates Crime Analysis Reports that can be used to predict and prevent crime.

    a. The COMSTAT Reports must include Statistical Reports that track crime movement and assist HCSO in resource deployment.
    b. The COMSTAT Reports must include Shift Analysis Reports that enable a Department to review crime as it occurs with respect to shifts. Once Shift Reports are mapped, the Department may view the graphical data to determine "hotspots" and manage crime prevention initiatives. These reports must also allow HCSO to track the progress of various crime prevention initiatives by neighborhood groups or policing district.

5. Reports must have the ability to be printed, e-mailed and/or stored.

6. Reports can be displayed on screen or printed.

7.   A Graphic User Interface should provide a user-friendly interface to the RMS data.

8.   The system must provide a single search point for information retrieval from police records.

SYSTEM INTERFACES

1.   The RMS must have the ability to interface with the CAD system.

2.   The RMS must have the ability to interface with an external Booking/Mug Shot System.

3.   The RMS must have the ability to interface with a mobile field reporting system. This interface should enable the import of reports entered by officers on MDTs in the field.

4.   The RMS must have an open architecture, enabling it to interface with additional external systems utilized by HCSO.

HELP

1.   The user must be able to access and navigate the RMS Help System by way of:

        a.   Pointing and clicking with the mouse
        b.   A simple keystroke combination

2.   The RMS must provide contest sensitive help.

3.   The RMS Help must include:

        a.   Reference information about using RMS commands
        b.   Links to other related help topics.

4.   Help updates must be provided when the RMS software has been updated.

<u>**Price Proposal:**</u>

TO: Director of Procurement
Harford County Government
Department of Procurement
220 South Main Street
Bel Air, Maryland 21014
Proposal No. 04-115

FROM: _____

              _____

              _____

              _____

Pursuant to your request inviting proposals to be received until the close of business on June 28, 2004 for "Integrated Public Safety Information System" the undersigned hereby submit the following price proposal. It is understood that the County reserves the right to award all or part of this project without claim for damages or lost profit. In addition, the County reserves the right to delete all or part of the project without compensating the consultant for lost work or profit.

                            TOTAL COST   **$**_____

Offeror acknowledges receipt of the following:

Addenda received _____

___ Check here if no Addenda have been received.

PROPOSAL AFFIDAVIT

A. AUTHORIZED REPRESENTATIVE

I HEREBY AFFIRM THAT:

I am the (title) _____ and the duly authorized representative of (name of

business) _____ and that I possess the legal
authority to make this Affidavit on behalf of myself and the business for which I am acting.

B. AFFIRMATION REGARDING BRIBERY CONVICTIONS

I FURTHER AFFIRM THAT:

Neither I, nor to the best of my knowledge, information, and belief, the above business (as is
defined in Section 16-101(b) of the State Finance and Procurement Article of the Annotated Code of
Maryland), or any of its officers, directors, partners, or any of its employees directly involved in obtaining
or performing contracts with public bodies (as is defined in Section 16-101(f) of the State Finance and
Procurement Article of the Annotated Code of Maryland), has been convicted of, or has had probation
before judgment imposed pursuant to Article 27, Section 641 of the Annotated Code of Maryland, or has
pleaded *nolo contendere* to a charge of, bribery, attempted bribery, or conspiracy to bribe in violation of
Maryland law, or of the law of any other state or federal law, except as follows:

(Indicate the reasons why the affirmation cannot be given and list any conviction, plea, or impo-
sition of probation before judgment with the date, court, official or administrative body, the sentence or
disposition, the name(s) of person(s) involved, and their current positions and responsibilities with the
business):

_____

_____

C. AFFIRMATION REGARDING DEBARMENT

I FURTHER AFFIRM THAT:

Neither I, nor to the best of my knowledge, information, and belief, the above business, or any of
its officers, directors, partners, or any of its employees directly involved in obtaining or performing
contracts with public bodies, has ever been suspended or debarred (including being issued a limited
denial of participation) by any public entity, except as follows:

(List each debarment or suspension providing the dates of the suspension or debarment, the name of the
public entity and the status of the proceedings, the name(s) of the person(s) involved and their current
positions and responsibilities with the business, the grounds of the debarment or suspension, and the
details of each person's involvement in any activity that formed the grounds of the debarment or
suspension)

_____

_____

D. AFFIRMATION REGARDING DEBARMENT OF RELATED ENTITIES

I FURTHER AFFIRM THAT:

(1) The above business was not established and it does not operate in a manner designed to evade the application of or defeat the purpose of debarment pursuant to Sections 16-101, et seq., of the State Finance and Procurement Article of the Annotated Code of Maryland; and

(2) The business is not a successor, assignee, subsidiary, or affiliate of a suspended or debarred business, except as follows: (Indicate the reasons why the affirmation cannot be given without qualification):

_____

_____

E. AFFIRMATION REGARDING COLLUSION

I FURTHER AFFIRM THAT:

Neither I, nor to the best of my knowledge, information, and belief, the agents, servants and/or employees of the above business have:

(1) Agreed, conspired, connived, or colluded to produce a deceptive show of competition in the compilation of the accompanying bid or offer that is being submitted;

(2) In any manner, directly or indirectly, entered into any agreement of any kind to fix the bid price or price proposal of the bidder or contractor or of any competitor, or otherwise taken any action in restraint of free competition in connection with the contract for which the accompanying bid or offer is submitted.

F. FINANCIAL DISCLOSURE AFFIRMATION

I FURTHER AFFIRM THAT:

I am aware of, and the above business will comply with, the provisions of Section 13-221 of the State Finance and Procurement Article of the Annotated Code of Maryland, which require that every business that enters into contracts, leases, or other agreements with the State of Maryland or its agencies during a calendar year under which the business is to receive in the aggregate $100,000 or more shall, within 30 days of the time when the aggregate value of the contracts, leases, or other agreements reaches $100,000, file with the Secretary of State of Maryland certain specified information to include disclosure of beneficial ownership of the business.

G. POLITICAL CONTRIBUTION DISCLOSURE AFFIRMATION

I FURTHER AFFIRM THAT:

I am aware of, and the above business will comply with the provisions of Article 33, Sections 30-1 through 30-4 *et seq.* of the Annotated Code of Maryland, which require that every person that enters into contracts, leases, or other agreements with the State of Maryland, including its agencies or a political subdivision of the State, during a calendar year under which the person receives in the aggregate $100,000 or more shall, on or before February 1, of the following year, file with the Secretary of State of Maryland certain specified information to include disclosure of political contributions in excess of $500 to a candidate for elective office in any primary or general election.

H. CERTIFICATION OF CORPORATION REGISTRATION AND TAX PAYMENT

I FURTHER AFFIRM THAT:

(1) The business named above is a (Check one) ____ Maryland (domestic) corporation

____ foreign (non-Maryland) corporation registered in accordance with the Corporations and Associations Article, Annotated Code of Maryland, and that it is in good standing and has filed all of its annual reports, together with filing fees, with the Maryland State Department of Assessments and Taxation, and that the name and address of its resident agent filed with the State Department of Assessments and Taxation is:

Name:
Address:

(If not applicable, so state).

(2) Except as validly contested, the business has paid, or has arranged for payment of, all taxes due the State of Maryland and has filed all required returns and reports with the Comptroller of the Treasury, the State Department of Assessments and Taxation, and the Employment Security Administration, as applicable, and will have paid all withholding taxes due the State of Maryland prior to final settlement.

I.   CONTINGENT FEES

I FURTHER AFFIRM THAT:

The business has not employed or retained any person, partnership, corporation, or other entity, other than a bona fide employee or agent working for the business, to solicit or secure the Contract, and that the business has not paid or agreed to pay any person, partnership, corporation, or other entity, other than a bona fide employee or agent, any fee or any other consideration contingent on the making of the Contract.

J.   ACKNOWLEDGEMENT

I ACKNOWLEDGE THAT this Affidavit is furnished to the Purchasing Agent and that nothing in this Affidavit or in any contract arising from this bid or proposal shall be construed to supersede, amend, modify or waive the exercise of any statutory right or remedy with respect to any misrepresentation made or any violation of the obligations, terms and covenants undertaken by the above business with respect to (1) this Affidavit, (2) the contract, and (3) other Affidavits comprising part of the contract.

I DO SOLEMNLY DECLARE AND AFFIRM UNDER THE PENALTIES OF PERJURY THAT THE CONTENTS OF THIS AFFIDAVIT ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE, INFORMATION, AND BELIEF.

Date: _____   By:_____ _____
                                              (Authorized Representative and Affiant)

Federal Employer Identification Number (FEIN): _____

BidAffid 8/01